

JUST the FACTS

Facilities Team Survey

**A Systems
Perspective**

July 2003





FacTS: Overview

- Purpose/Outcomes/Goals/Benefits
- FacTS System/Process
- POA&M
- History
- Key Players: Roles & Responsibilities
- Links to Additional Information



FacTS: Purpose

Why are we using FacTS to survey our
WORKFORCE and **CLIENTS**?

To employ a consistent, systematic process to
obtain **WORKFORCE** and **CLIENT**
perspectives as an input to **decision-making**
within NAVFAC at the corporate and
component command levels.



FacTS: Desired Outcomes

What do we hope to achieve by using the FacTS data?

- An interdependent, highly skilled, and motivated **WORKFORCE** that is aligned with our operations, clients, and evolving business needs.
- Enhanced NAVFAC performance (efficiency and effectiveness), improved **CLIENT** satisfaction, and increased **CLIENT** success.



FacTS: Goals

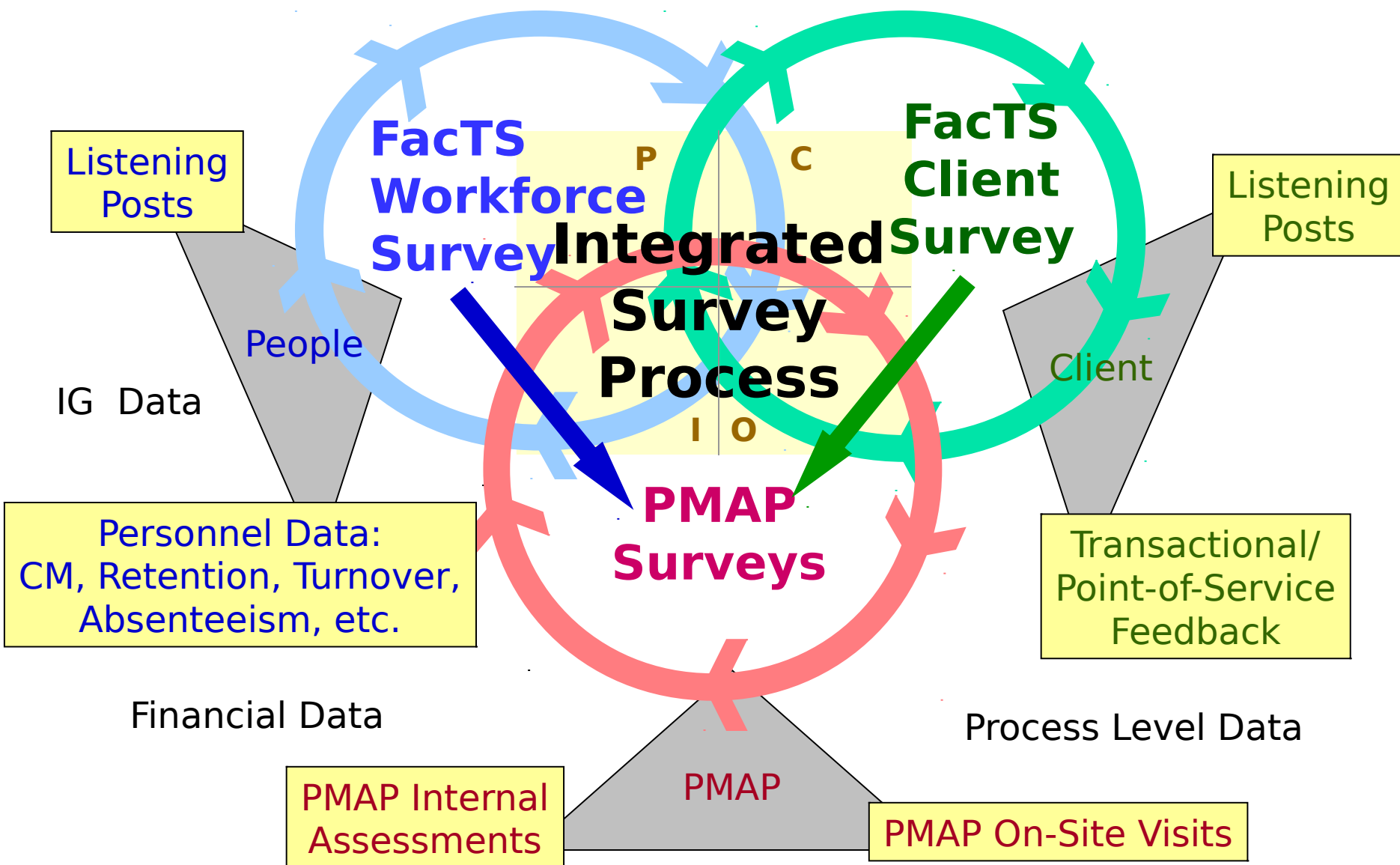
- Establish a NAVFAC-wide **Common Business Practice**...a *process...not an event*
- **Eliminate** duplicate **CLIENT** and **WORKFORCE** surveys
- Measure **our** level of success in achieving:
“One Facilities Engineer Voice”
- Leverage Technology thru a **web-based** platform
- Administer **Annually** (May/June)
- **Align** with the NAVFAC Strategic Plan
- Consider **inter-relationships** with other corporate measures/instruments



FacTS: Benefits

- Reduces overall **time** spent on surveys by **WORKFORCE** and **CLIENTS**
- **Promotes Common Business Practices:**
 - A process vs. an event
 - Standardized data analysis focused on taking action
 - Supports decision-making and performance management
 - Provides internal & external benchmarking opportunities
- Reduces overall corporate **costs**
- Meets **multiple requirements:**
 - IG, EEO, CMEQ, PMAP, etc.

NAVFAC Performance Measurement System





FacTS SYSTEM: Horizontal Alignment within FacTS

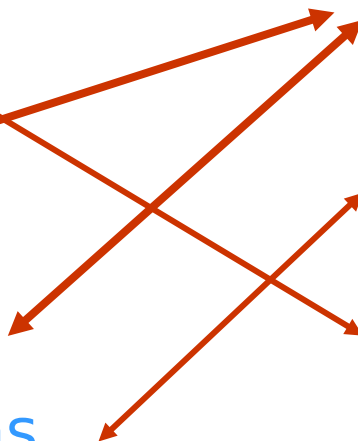
FacTS

Workforce:

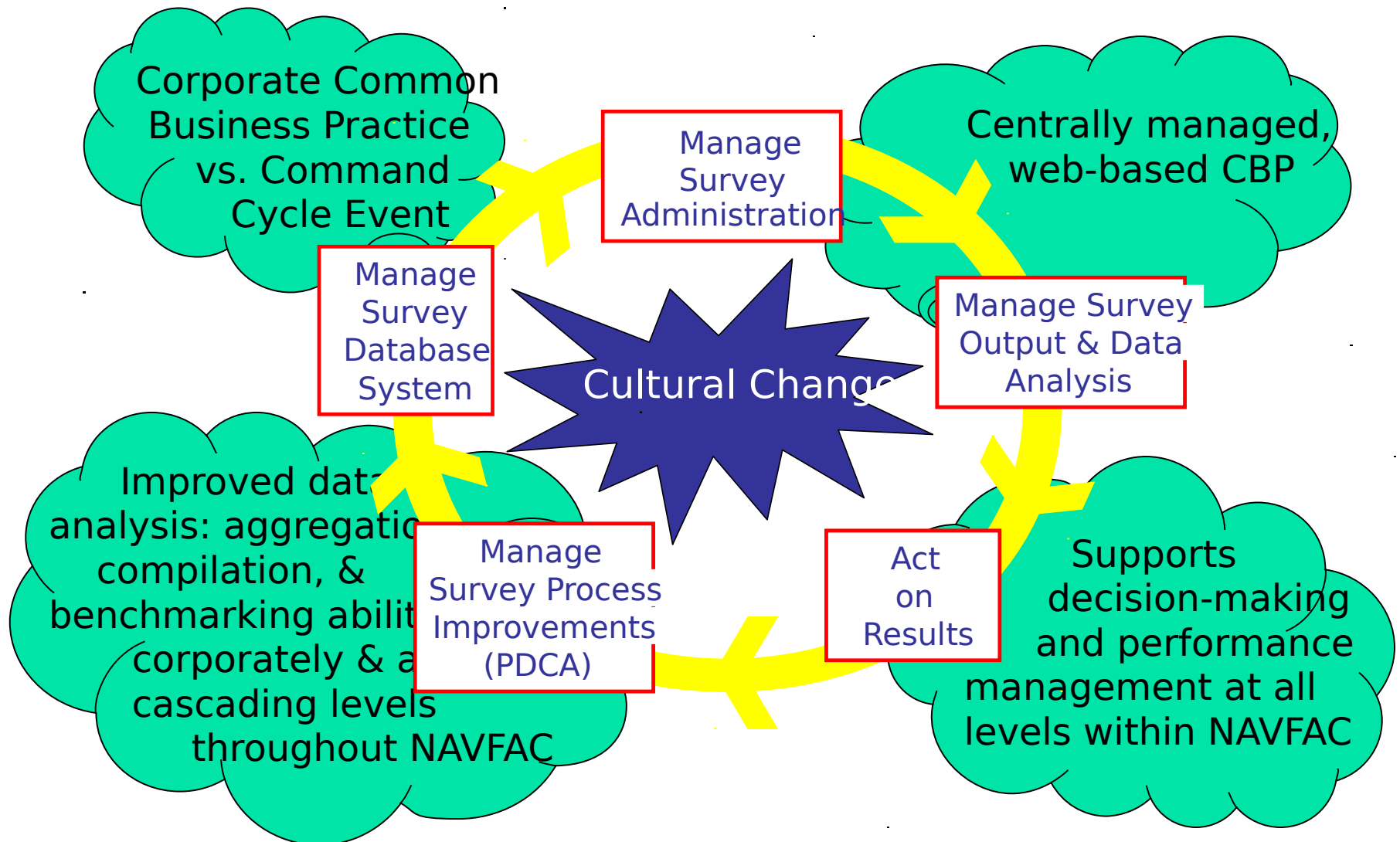
- Workforce
- Workplace
- Business Innovation
- Daily Operations
- Client Relationships
- Strategic Alignment

FacTS Client:

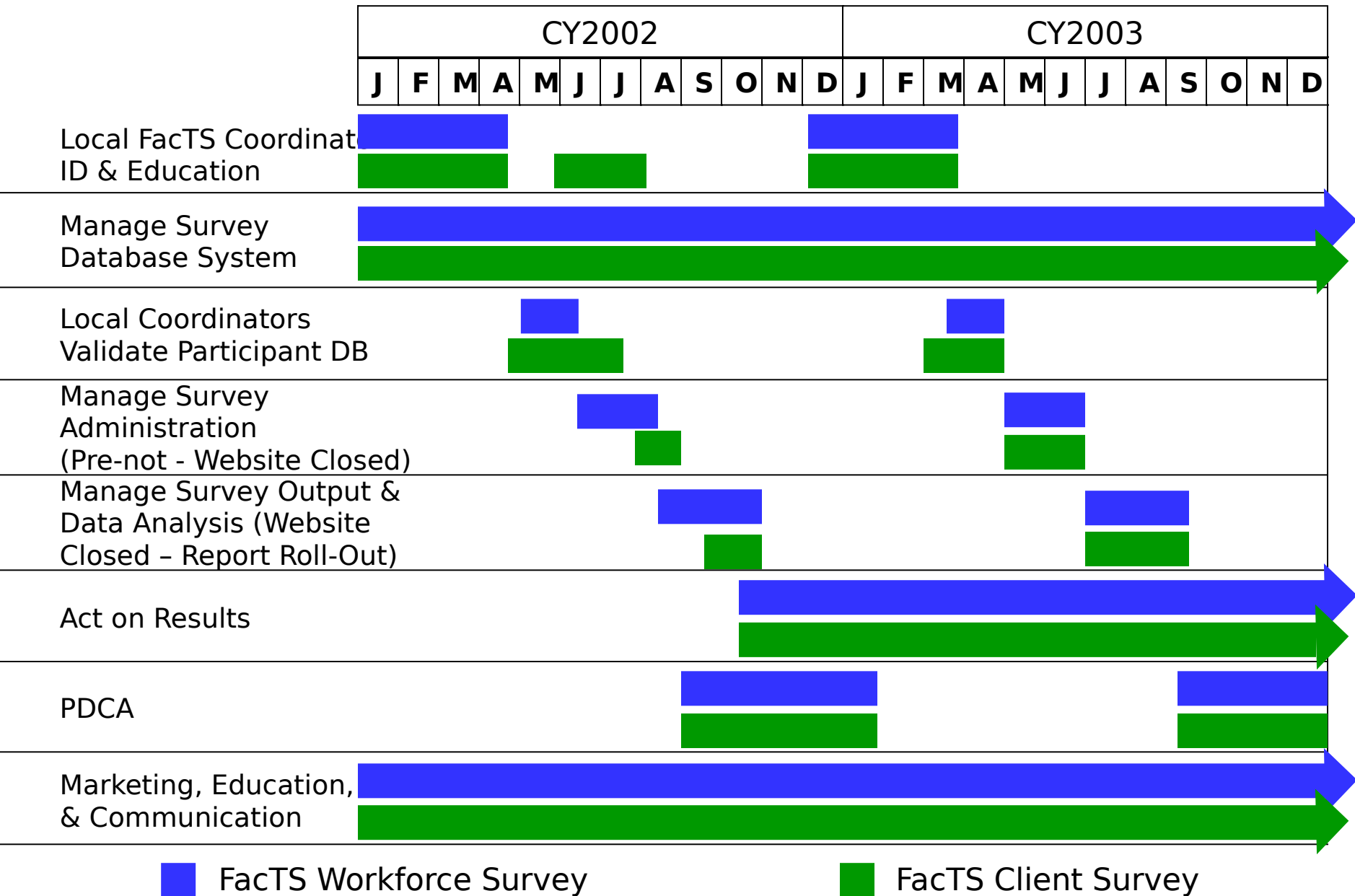
- Delivery System Attributes
- Client Relationships
- Workforce Competencies
- Competition
- Overall Satisfaction



FacTS Workforce & Client Process



FacTS Process POA&M





FacTS: History

- April 2001
 - NAVFAC ESG approves FacTS **WORKFORCE** Survey Module
- October 2001
 - RBI decision to consolidate all surveys:
 - One survey for **WORKFORCE** NAVFAC-wide
 - One “periodic” **CLIENT** survey for all NAVFAC clients
- December 2001 – February 2002
 - FacTS **WORKFORCE** and **CLIENT** Program Managers on-board
 - FY02 Local FacTS Coordinators identified & trained



FacTS: History

- June – August 2002
 - FacTS **WORKFORCE** Module deployed to:
 - All EFD/As
 - All Specialty Centers
 - PWCs San Diego, Great Lakes, and Washington
 - FacTS **CLIENT** Module deployed to clients of:
 - NAVFAC HQ
 - SOUTHWESTDIV
 - NFESC
 - PWCs San Diego and Washington



FacTS: History

- October – December 2002
 - FacTS results briefed and deployed to NAVFAC Leadership, workforce, and clients.
 - FY03 Local FacTS Coordinators identified
 - PDCA of FacTS Process and Instruments initiated
- January 2003
 - New FacTS Coordinators trained
- May - June 2003
 - FacTS **WORKFORCE** Module deployed to all employees at all NAVFAC organizations
 - FacTS **CLIENT** Module deployed to external clients of all NAVFAC organizations



FacTS Key Players: Roles & Responsibilities

SSurvey Process Owners and Advocates:

HHQ entities with the power to influence & affect NAVFAC-wide change

- Leadership Advocate
- Assure Common Business Practice independent of EFD, PWC, HQ or Specialty Ctr
- Ensure overall process is fully resourced

SSurvey Program Managers:

Individuals with overall responsibility for FacTS **Client** & **Workforce** Survey modules

- Perform overall process management and integration with local survey coordinators
 - including education, marketing, administration, database development, identification of potential local questions, and analysis planning
- Ensure dissemination of results at the NAVFAC and component levels
- Develop recommendations for action at the NAVFAC level, taking into account inter-relationship with other corporate measures and instruments
- Perform site visits and provide “customer service” wrt results, as appropriate
- Act as central POC to address all questions/concerns



FacTS Key Players: Roles & Responsibilities

Local FacTS Coordinators:

Individuals at the organization level assigned with the responsibility of working with the FacTS Program Managers and their local leadership/management to successfully provide local integration/implementation of the FacTS Workforce and/or Client Survey Process.

Local FacTS Coordinators...

ARE/DO

Permanent collateral duty
Support the survey **PROCESS**
Provide continuity
Self Starters
Strong Team, Leadership, & IT Skills

ARE/DO NOT

Temporary detail/rotation/project
Support a survey **EVENT**



FacTS Key Players: Roles & Responsibilities

Local FacTS Coordinators:

- Perform local education, communication, & marketing of FacTS process
 - Education/marketing prior to survey deployment
 - Answering questions/troubleshooting during survey deployment
 - Assisting with analysis review and action planning
 - Performing password control on FacTS System web-site (WF)
- Maintain complete participant databases
- Develop Level 4 charts (WF)
- Facilitate leadership through development of potential local questions (WF) and action planning based on results
- Interface with:
 - FacTS Program Manager(s)
 - Local Leadership and Management
 - Others with requisite knowledge/information (as needed)



FacTS Key Players: Roles & Responsibilities

Leadership also plays a critical role in FacTS success:

- Active involvement throughout FacTS process
- Supporting Local FacTS Coordinators
- Ensuring appropriate **CLIENT** selection and “Level 4” identification
- Making personal contact with **CLIENTS/WORKFORCE**
- Understanding data and acting on results
- Identifying improvement opportunities and taking action
- Communicate/Communicate/Communicate



Need Additional Information??

- Review briefs on the two FacTS Modules:
 - FacTS WORKFORCE:
 - FacTS CLIENT:
- Contact your Local FacTS Coordinator or one of the FacTS Program Managers